

# Volunteer Receptionist

We're looking for some volunteers to help at our local centers. Centers are open Monday through Friday from 8am-4:30pm. Volunteers can have a flexible schedule and may volunteer for time frames that fit in their schedule.

## Volunteer Duties:

1. Answer incoming telephone calls on a multi-line telephone system; determine purpose(s) of callers, transfer calls to appropriate personnel or department.
2. Answer questions about the Agency; provide callers with addresses, directions and other information, logg calls when information and/or referrals are provided.
3. Take and/or give accurate messages for staff members.
4. Welcome on-site visitors, determine nature of business and announce visitors to appropriate personnel.
5. Assist with the food pantry, unloading trucks, putting away food, preparing food packets (requires lifting and carrying groceries).
6. Perform other clerical duties such as mailing, faxing, filing, photocopying, collating and word processing.
7. Assist in maintaining the center's appearance by doing minimal cleaning and straightening.
8. Potentially train on Agency information tracking system.
9. Maintain confidentiality.
10. Model professional behavior and business professional dress code.

## Qualifications

1. Must be at least 18 years of age. Have minimum of High school diploma or GED.
2. Have prior experience working in office environment and ability to handle a busy multi-line telephone system. Have working knowledge of computers including word processing, spreadsheets, data bases and internet.
3. Ability to sit for long periods of time and to occasionally lift and/or move up to 50 pounds.

If you're interested in volunteering in this capacity please contact:

Lisa Nafziger

319-753-0193

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*Updated 2022 09 22 RA*